

Overview of products and surcharges

Shipment: goods (envelope, parcel) handed over for delivery		PRODUCT OVERVIEW																
Quantity: the number of packaging units = colli (envelope, parcel, box) in a shipment or weight		Weight 1 colli (kg)	Volume m ³ 5)	Longest dimension (m)	Cash on delivery	Document return	Document return scanning	Phone notification to the recipient	SMS/e-mail notification to the recipient	Identity verification	Return delivery 9)	Direct delivery	Exchange shipment	Personal delivery	Personal collection	Personal pick-up 8)	Personal drop-off 8)	
WE DO HOME	Czech Republic																	
	CZ	S	≤ 10	0,1	0,8	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		M	10 ≤ 30	0,2	1,2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		L 1)	30 ≤ 50	0,3	1,5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes 6)	Yes	Yes	Yes
		XL 1)	≤ 50	0,4	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes 6)	Yes	Yes	Yes
	Slovakia 2)																	
	SK		≤ 50	0,3	1,5	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No	No	Yes	Yes
	Abroad 3) 11) 12)																	
Type of service	Parcel	≤ 30	0,2	1,5	Yes 7)	No	No	No	No	No	Yes	No	No	No	No	Yes	Yes	
	Parcel +	30 ≤ 50	0,3	2	No	No	No	No	No	No	Yes	No	No	No	No	Yes	Yes	
WE DO POINT	Pick-up point	≤ 15	0,2	1,2	Yes	No	No	No	Yes	No	No	No	No	No	No	Yes	Yes	
WE DO BOX	Pick-up box 10)	≤ 15	Maximum parcel size 41 x 38 x 64 cm		Yes	No	No	No	Yes	No	No	No	No	No	No	Yes	Yes	

1) For these shipments, we reserve the right to deliver them within 48 hours. The unloading of L and XL shipments is always subject to the assistance of the recipient.

2) We deliver within 48 hours, unless otherwise specified. We deliver within 24 hours in the area with postal code starting with "0".

3) The countries of EURODIS zones on www.wedo.cz/en/.

4) Parameters of shipments placed at the sender's pick-up point must comply with the maximum shipping dimensions of shipments delivered to pick-up points.

5) Calculation of volume ($V = A \times B \times C$). Listed in m³.

6) Personal delivery of L and XL shipment is always subject to the recipient's assistance.

7) Cash on delivery is only possible in Germany and Hungary.

8) For more information on personal pick-up and drop-off, please visit www.wedo.cz/en/.

9) Return delivery in the EURODIS network can be made from countries: Austria, Netherlands, Belgium, Luxembourg, Croatia, Germany, France, Great Britain, Ireland, Italy, Spain, Portugal, Hungary.

10) Cash on delivery at the Pick-up Box can only be paid by payment card.

11) Only B2B shipments can be delivered to certain EU countries: Denmark, Estonia, Finland, Lithuania, Latvia, Norway, Sweden.

12) Countries with customs duty: Bosnia and Herzegovina, Montenegro, Canary Islands, Liechtenstein, Norway, Serbia Switzerland, UK. Ireland - no customs, but an invoice and a goods (tariff) number must be submitted.

Surcharge price list

The Sender reserves the right to charge the Customer the surcharges set out below:

Surcharges	Price (CZK)
Incomplete or missing data (including COD) for a parcel ¹⁾	CZK 49
Parcel with two labels ²⁾	CZK 99
Futile delivery ³⁾	CZK 99
Unmanageable parcel ⁴⁾	CZK 99
Seasonal surcharge - Czech Republic/Foreign countries (outside Slovakia) ⁵⁾	6 % of the product price, min. CZK 6
Seasonal surcharge - Slovakia ⁵⁾	CZK 11
Each additional delivery attempt beyond the standard number of attempts ⁶⁾	CZK 39
Incomplete shipment ⁷⁾	CZK 49
Missing label on parcel ⁸⁾	CZK 49
Atypical parcel to Slovakia ⁹⁾	CZK 159

- 1) The Customer is obliged to send the Sender the electronic data for the shipments before collecting the parcels, but no later than 20:00 on the day on which the parcels were collected.
- 2) The Customer is obliged to make sure that parcels have only one transport label per parcel.
- 3) The Customer will not be charged a surcharge if the pick-up ordered by the Customer is cancelled by 7:00 a.m. electronically to the following email address storno@wedo.cz.
- 4) The surcharge is billed for each parcel that is not able to move independently on the roller track or can't be handled by one person.
- 5) The surcharge is automatically activated as a part of the basic parcel price between 1 November and 31 December of a given year. At the end of this period, the surcharge will be automatically deactivated.
- 6) The standard number of delivery attempts is published in the service overview.
- 7) This applies in cases where the Customer does not hand over complete shipments on the day of collection and therefore it is not possible to deliver them.
- 8) This applies to cases where the Customer hands over packages to the Sender without valid shipping label.
- 9) The following is considered to be atypical parcels: cylindrical object (e.g. tire, tube), a parcel in a wooden or metal packaging, a single parcel weighing more than 30 kg (but not more than 50 kg), a parcel that requires handling by two persons, a parcel that cannot be processed by an automatic sorting line and whose dimensions exceed 120 × 60 × 60 cm.

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by **allegro**